

SUSAN M. HAFELI
(202) 663-8414
susan.hafeli@shawpittman.com

TN REGULATORY AUTHORITY
DOCKET ROOM

January 23, 2003

Via Federal Express

Mr. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

**Re: Application of Metro Teleconnect Companies, Inc.
Docket No. 02-01275**

Dear Mr. Waddell:

Transmitted herewith on behalf of our client, Metro Teleconnect Companies, Inc. ("Metro Teleconnect") are Metro Teleconnect's responses to staff data requests dated January 9, 2003.

Financial Requirements:

Metro Teleconnect has obtained an irrevocable letter of credit in the amount of \$20,000. The issuing bank mailed the document directly to the Tennessee Regulatory Authority on January 23, 2003.

Miscellaneous Requirements:

Question No. 1: Information regarding corporate customer deposit requirements.

Response: Metro Teleconnect does not require or accept deposits. It therefore has no corporate customer deposit requirements.

Question No. 2: Identify all complaints filed with state and federal regulatory agencies involving your company or affiliated entities. Identify the nature of the complaint, which governmental agency or office received the complaint, and how was the complaint resolved?

Response: Metro Teleconnect has been the subject of two regulatory complaints. Both complaints involved residential billing and were filed with the West Virginia Public Service Commission ("WV PSC"). One complaint, filed in mid-2001, was dismissed after the

Mr. David Waddell
Page 2

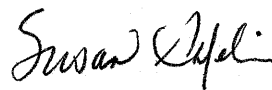
complainant apparently moved out of state and did not respond to WV PSC or Metro Teleconnect mailings. The second complaint was filed in mid-2002 by a customer with a substantial outstanding balance. The complaint was resolved when the customer and Metro Teleconnect reached a settlement involving the forgiveness of a significant portion of the outstanding balance and the initiation of a deferred payment plan with respect to the remaining balance. Metro Teleconnect has not been the subject of any slamming complaints.

Question No. 3: According to TRA Rule 1220-4-.04(2)(c)(4), a CLEC is required to provide equal access to authorized Inter and IntraLATA long distance providers, unless exempted by the Commission (Authority). On page 5 of the application, it stated "At this time Metro Teleconnect does not propose to provide access to usage-based services, such as direct-dial, long-distance calls, collect calls, operator-assisted calls, and third-number billed calls." Please clarify Metro Teleconnect Companies, Inc.'s position on this issue concerning TRA's aforementioned rule.

Response: Metro Teleconnect offers local service only. It is able to offer its local service without performing credit checks or imposing deposit requirements because it does not provide billing services on behalf of long-distance carriers. Metro Teleconnect's customers, however, may obtain interLATA and intraLATA long-distance service from any interexchange carrier ("IXC") they choose. Metro Teleconnect will provide a customer with 1+ access upon receiving notification from the preselected IXC(s) that the customer has established an independent billing arrangement with the IXC(s). Alternatively, a customers may obtain access to a preferred long-distance carrier via an IXC's prepaid or postpaid calling plans.

Thirteen (13) copies of this letter are attached, in compliance with Authority filing requirements. Please contact the undersigned should you have any questions concerning this filing.

Sincerely,



Susan Hafeli
Counsel for Metro Teleconnect
Companies, Inc.

cc: Joe Werner, TRA Telecommunications Division Chief
Darrell Whitis, TRA, Telecommunications Division
Patrick Smith, Metro Teleconnect Companies, Inc.